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2006-223-C
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210449



April 21, 2009

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of SC
101 Executive center Drive, Suite 100
Columbia, SC 29210

C. Dukes Scott
Executive Director
SC Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

Re: Quality of Service Reports for Hargray Telephone company, Inc., Bluffton Telephone Company, Inc., and Hargray, Inc. for the quarter ended 03-31-2009.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspection. Accordingly, please find enclosed a "confidential" (sealed envelope) and a "public disclosure" document for each company. A "public disclosure" copy of each report will be sent to the SC Office of Regulatory Staff.

Should you have any questions or concerns regarding the enclosed, please contact the undersigned directly at (843) 686-1256.

Sincerely,

Cissy Zareva

Cissy Zareva
Regulatory Assistant

Enclosure

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PSC SC
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2009 APR 22 11 01 42
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PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

QUARTER / YEAR Q1 / 2009

Reporting Month

JANUARY

FEBRUARY

MARCH

Number of Customer Access Lines Provided:

via Resale

via UNE-P

via Other Methods

Total Line Count

Trouble Reports / Access Line (%)

Objective: < 7%

Customer Out of Service Clearing Times(%)

(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days(%)

(Objective: > 85% w/in 5 working days)

Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES ☐

NO ☐

Person Making Report / Contact Information:

R. Drake

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